

Standards for CA.mail Global Address List and SMTP Addresses

In an enterprise email environment, such as CA.mail, one has the ability to look up large numbers of people, distribution lists, resources, etc. One must keep in mind that the information is viewable in the Global Address List (GAL) by all of CA.mail customers. In large shared environments, we must be extremely specific about the identities we create.

Standards for each type of object will make it easier for all people using the GAL to find what they seek. Display names are very important. Do not “cheat” by starting the object with a special character, space, punctuation, etc.

If there are unusual circumstances are not covered in this document, please contact DTS Messaging Services for guidance.

Global Address Book (GAL) Views

All CA.mail customers will have the following in the GAL:

- Users
- Distribution Lists
- Conference Rooms/Resources

Display Names Conventions

Mailboxes (Users)

Last, First@Dept	examples:	Smith, John@DTS
		Strong, Bob@ABC

In the case of a “tie”, use

Last, First MiddleInital.@Dept	Smith, John J.@DTS
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In the case of another “tie”, use

Last, First Middle@Dept	Smith, John Jacob@DTS
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Standards for CA.mail Global Address List and SMTP Addresses

Mailboxes (Shared)

MailboxName@Dept examples: HelpDesk@DTS
 ITTeam@CALFED
 ChildSupport@PLDCSS

Mailboxes (Conference Rooms/Resources)

Dept, Resource Name examples: DTS, Alpine Conf Rm
 DTS, Staff Car 1
 DTS, Laptop 1
 ISAWS, Conf Rm 1
 CALFED, Bay Room
 PLDCSS, Conf Call 530-889-7777

Contacts

Last, First@Company examples: Smith, John@Microsoft
 Smith, Patty@DHS

Note: Please do NOT use the SMTP address as the Display Name.

Pager Contacts

Pager: Last, First@Dept examples: Pager: Smith, John@DTS
 Pager: Jones, Patricia@DSS

Note: Please do NOT use the SMTP address as the Display Name.

Pager Contact Groups

Pager: Group@Dept examples: Pager: Windows Server Support@DTS
 Pager: Printer Operators@DSS

Standards for CA.mail Global Address List and SMTP Addresses

Distribution Lists

Dept Div Unit

examples:

DDS ADM Mgrs & Sups

DDS All State Employees

OTS All Ops Sups

ISAWS Vendors

CWIB All Sups

*Note: For Distribution Lists, it is advisable to **nest DLs within other DLs** to keep the responsibility for updates at the lowest levels of your organization.*

SMTP Addresses

[First.Last@department.domain](#)

examples: John.Smith@edd.ca.gov

In the case of a "tie", use

[First.MiddleInitial.Last@department.domain](#)

John.J.Smith@edd.ca.gov

In the case of another "tie", use

First.Middle.Last@department.domain

[John.Jacob.Smith@edd.ca.gov](#)

*Note: **Additional** SMTP addresses can be added by customer email administrators using the Exchange Customer Administration Tool (ECAT).*